Ordering Information

Aastra OneBox 5.0

Ordering Information

The purpose of this Ordering Information document is to clarify details about the Aastra OneBox 5.0 content for a specific sales object and its product number. The purpose is also to explain what is needed for a certain function and/or capacity, what a certain product is used for etc.

The target groups for the Ordering Information document are:

- sales
- pre-sales
- technical engineers
- order administration functions

Furthermore the document can be useful for other people who are interested more in detail about OneBox product and licensing from an ordering point of view.

For actual ordering, and for any configuration preceding ordering, the Enterprise shop (e-shop) and the sales tool Pocket SolveIT shall be used.

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1 Aastra OneBox 5.0

The Aastra OneBox family consists of the following components;

- OneBox Voice Mail
- OneBox Fax Mail

The introduction of OneBox 5.0 will be sold in conjunction with the former version, the MX-ONE Messaging 4.2 according to the Aastra product lifecycle process.

OneBox Voice Mail, is the entry level to the OneBox product family. OneBox Voice Mail is an advanced voice mail system that comes at a very competitive price. OneBox Voice Mail offering includes all the basic features of a voice mail system, that is, the ability to record messages. In addition to that a number of features are available and configurable. Below are some examples of such features. For a detailed specification of all the features and functions, see the technical documentation included in the software package.

Key features:

- Flexible Architecture
    - Centralized architecture, Distributed architecture, mixed environment,
- Increased Capacity
    - 40,000 users per system server
- Increased uptime achieved using port distribution across multiple survivable Call Servers
- Optional fully-synchronized hot standby System Server with automatic failover for high availability and fully-synchronized warm standby System Server at a remote location for disaster recovery
- Speech option
- SMS enhancements
- Web Phone Manager enhancements include ability to add customers logo
- Support for G.729 end points on IP integrations
- Secure SMTPS & Secure IMAPS support for Cloud based email systems
- Microsoft Exchange 2010 Message Waiting Indication (MWI)
- Microsoft Outlook 2010 (32-bit and 64-bit)
- Microsoft Windows Server 2008 R2 (64-bit only) (only supported in SW only and SW and Boards, for more information see the SRN)
- Microsoft Windows 7 Professional (32-bit and 64-bit)
- Certification of VMware vSphere 4 for virtualization of OneBox

2 Ordering

All orders shall be sent via Enterprise-shop: http://ebusiness.aastra.com
Orders can be placed when Product Business Approval is obtained.

2.1.1 Opening of Licenses

A License Key is required at installation in order to configure the software in a correct way. The installation personnel will receive the Key from the EPI (Aastra Enterprise Partner Interface). License keys are delivered via e-mail for OneBox Voice Mail. For OneBox Fax Mail, a fax license registration card will be delivered, and a bump code must be requested to activate the fax licenses.

2.1.2 Software Maintenance License Administration

The concept that Aastra has developed for delivering licenses is based on the requirement to handle each ordered product as an individual item, independent of whether it is a physical product or not. When purchasing licenses, the deliverable will include a unique identity (Unique Pick Number – UPN) for each license or license package ordered.

The Unique Pick Numbers (UPNs) are used in the Software Maintenance License Administration in eShop. To access the ordered licenses, a user ID and password are needed to the eShop and the UPNs generated for each of the ordered licenses.

The UPNs are delivered through e-mail to pre-defined e-mail address(es).

2.1.3 Support

When a partner has a problem with the license web application or a license file, they need to contact the EPI:
https://ebusiness.aastra.com/webapp/wcs/stores/servlet/HelpDeskDisplayView?storeId=10001&catalogId=10002&langId=-1

When a reseller has a problem with the license Web application or a license file, they must contact the partner with whom they have service support.

2.1.4 OneBox Fax Licenses

The OneBox Fax Mail 5.0/RightFax 9.4 is enabled through a bump code. It is mandatory that the engineer has the following information ready when requesting bump code:

1. Messaging Serial Number - this is a 13-digit number that can be found printed on a note attached to the hardware lock or displayed in the Messaging Administration configuration..

2. Product Serial Number or SUID – From version RF 9.0(Messaging Fax V4.1) and forwards, the product serial number appears in the Fax Registration Card in the form of a 10 character code (ENT0885060) or more recently replaced by the SUID, which is a 10 digit code of 2 x 5 digits separated by a “–“ (ex- 40123-11254).

Note: In earlier versions, this product serial number consisted of 9 characters for systems in version 3.0 and earlier. The 10 character code and SUID code as described above was introduced from version 4.1 and forth. In order to accommodate 10-digit numbers (e.g. ENT0855060) using an older version than Fax Mail 3.0, which only allows you to input 9 of the digits, the following is suggested, remove the first digit, which is a "1", making the serial number ENT855060). This will enable you to get a proper bump code.

Furthermore, if additional channels are ordered with the fax mail system, there is a section in the Fax Registration Card called “Additional Channels Licenses”, where these is a series of rows where 9 character codes are placed for each additional channel delivered with the system. These codes resemble the fax server Product Serial Number, except these codes generally begin with “ADD” or “SSN” (ex. ADD234567 or SSN671234). When requesting the bumpcode, these additional channel codes shall be given if requested.

A note will be added to the Fax registration cards to explain this procedure. On the release MX-ONE Messaging 4.1 this will no longer be a problem, because the software accepts 10 digits and can be found on the OneBox Fax License Registration Card.

3. Contact persons for this System.

Xxxxxx (enter name)

4. Customer data (name, address).

The EPI will supply the requested bump code, which they will receive from Open Text. Support on System (e.g. back up of bump code) will be available when calling EPI and state information in points above.

2.1.4.1 Process for getting the bump code to activate your OneBox Fax license

The process to retrieve a bump code for release prior to RF 9.4 is as follows:

First of all, the SUID code is now mandatory to be able to get the bump code. If your Fax Registration Card contains the ENT type Product Serial Number, instead of the SUID, then you must call the EPI to get the corresponding SUID before continuing. The number to call is contained in the registration card.

As part of the installation, the partner engineer goes into the Feature Activation tab and inputs the ten digit SUID number, which should have been provided on the fax registration card. He then presses the “get bump” dialog button where the system generates a 32 character “bump code” (A-Z,0-9,+-), which is needed to generate a permanent bump code.

The partner then contacts the EPI to request the bump code by providing the generated bump code and SUID.

Activation for RF 9.4 and later versions.

If you are installing RF 9.4 and later releases, the bump code may now be generated and downloaded directly on-line from the management interface via the feature activation tab using a 2 step process, eliminating the need for the partner to contact the EPI.

2.2 IP Port calculation

OneBox requires resources in the system i.e. each port in the voice mail application need a corresponding extension in the PBX.

IP integration is the only option when using the ASU Server and ASU-E board, but when using a server with correspondent PCI slots also analog and digital integration can be used. Below is a table showing the recommended number of ports for a given number of users in order to avoid congestion for a single server. Note that this is only recommendation and for an exact value you should perform an Erlang calculation for each system.

Also be aware that IP integration will impact CPU load, as these systems do not have any voice boards with DSP capabilities, hence you should not populate the ASU Server/ASU-E board beyond 48 ports.

Number of users	Average Number of SIP ports needed for normal usage	Adjustable to min-max number of SIP ports	
		ASU Server/ ASU-E Board	HP Server
200	4	4-48	4-96**
400	8	4-48	4-96**
600	12	4-48	4-96**
1000	16	4-48	4-96**
1200-1800	20-24	4-48	4-96**
2000	28	4-48	4-96**
2500	32	4-48	4-96**
3000	36	4-48	4-96**
3200-3800	40-44	4-48	4-96**
4000	48*	4-48	4-96**
4500	52	N/A	4-96**
5000	56	N/A	4-96**
5500	60	N/A	4-96**
6000	64	N/A	4-96**
6400-10000	68-96**	N/A	4-96**

* Maximum number of SIP or IP ports on ASU Server/ASU-E board.

** Maximum number of SIP ports on a single call server. Each call server has a maximum of 96 ports with out ASR recourses and a maximum of 48 ports with ASR recourses. To be able to add more ports you will have to add extra call servers and order the Additional Call Server licenses, FAL 104 7160, to be able to add extra call servers. There can be a maximum of 20 call servers per system.

Note! The maximum amount of users in a system is 40 000, where of 20 000 can be advanced users. Maximum of total ports per system is 384.

Note: If the SIP converter is used (a.k.a. H.323 based IP ports), then the maximum number of IP ports is 60 per server.

3 New and add-on sales

When ordering a new OneBox 5.0 system, besides the SW keys and optional items ordered, only the number of actual users are charged for both Basic and Advanced. The number of ports is needed to dimension a new system, but is not a chargeable sales object.

3.1 Licenses

3.1.1 OneBox Voicemail 5.0 SW keys

An OneBox SW key contains all the necessary licenses and features to enable a working system with no users, no ports and no additional modules, thus acting as a bare system and from there offer the possibility to add the number of users, ports and additional functionality sought.

Rem	Product No.	Designation	*Q*
	FAL 104 6603	OneBox 5.0 Voice Mail system SW key	

Rem	Product No.	Designation	*Q*
a	FAL 104 7055	SW key HP server	
	FAL 104 7056	SW key ASU Server/ASU-E	

a For HP server and SW only

Rem	Product No.	Designation	Q
a	LZY 601 307/50	OneBox 5.0 Voice Mail media kit	1
b	LZY 601 308/50	OneBox 5.0 Media Kit with dongle (HP)	1
c	LZY 601 315/50	OneBox 5.0 Voice Mail media kit (ASU-E/ASU Server)	1
d	KDU 137 318/2	OneBox USB-dongle (ASU-E/ASU Server)	1
e	KDU 137 318/1	OneBox USB-dongle, spare part	1

a For upgrades when USB dongle already exists (see chapter 6.2)

b For HP server and SW only (see chapter 7.1)

c. Spare part for HP Server (see chapter 7.4)

d. For ASU Server/ASU-E board (see chapter 7.3 and 7.4)

e. To be used with LZY 601 315/50 (see chapter 7.3,)

3.1.2 OneBox Voice Mail 5.0 port licenses

Rem	Product No.	Designation	Q
a	FAL 104 7071	Standard port SW key	1
	FAL 104 7072	IP port SW key	1

a Must be ordered in Groups of 4

3.1.3 OneBox User Licenses – Basic

A basic user license is needed to populate the system with subscriber mailboxes.
A maximum of 40,000 basic users can be implemented on a single OneBox voice mail system.

Rem	Product No.	Designation
	FAL 104 7057	Basic user 1
	FAL 104 7057/1	Basic user 100
	FAL 104 7057/2	Basic user 500

3.1.4 OneBox User Licenses – Advanced -– E-mail systems

An advanced user license is needed to add unified OneBox capabilities to a basic mailbox. Advanced functionality must therefore be tied to an existing basic mailbox, and can not exist on its own.

Advanced user license provides unified messaging (UM) functionality and is licensed on a per user basis. UM user licenses offer access to voicemails in e-mail with the ability to retrieve via computer and mobile devices. OneBox supports up to 20,000 advanced users per system. Provides Server-based, Client-based, or Secure UM, with the flexibility to change architecture type on a per user basis.

Rem	Product No.	Designation
	FAL 104 7168/1	Advanced user 1
	FAL 104 7168/2	Advanced user 100
	FAL 104 7168/3	Advanced user 500

4 Optional features for OneBox Voice Mail

4.1.1 Speech Resource SW key

Add Speech resources to build powerful voice-driven automated attendants, to use the Voice User Interface of the subscriber mailbox, to use Personal Assistant features that require speech, and to provide text-to-speech capabilities such as listening to an e-mail message over the phone. OneBox supports up to 384 ports in one system and up to a maximum of 20 call servers per system. Aastra recommends that the speech resource match the number of VM ports you have in the system, this so that you can guarantee that every caller will have a speech resource available. *Note!* English only in this version, other languages will come in later releases.

Rem	Product No.	Designation
	FAL 104 7173	OneBox Speech Resource ASR/TTS (English only)
	FAL 104 7174	OneBox ASR Resource - Add to existing system with TTS (English only) (May only be used to convert existing TTS resources after upgrade from an older version of OneBox / MX-ONE Unified Messaging to Speech Resources by adding ASR resources up to the number of TTS resources on the system)

4.1.2 Additional TTS Language - per language, per port

This item must be ordered to support more than one TTS language on a single system. Order for each additional language, on a per port basis. For upgrading of existing TTS channels to OneBox 5.0 see section 6.2.1.

A maximum of 5 TTS languages per port can be ordered. OneBox 5.0 includes improved text to speech (TTS) rendering using Scansoft™ RealSpeak™, while offering the same convenience available with earlier versions. The improved RealSpeak™ speech engine renders email text in a more clear and natural voice.

TTS support is available for each of the following 15 languages:

Danish	French	Portuguese (Brazil)
Dutch (Netherlands)	German	Portuguese (Portugal)
Dutch (Belgium)	Italian	Spanish (Spain)
English (United Kingdom)	Norwegian (Bokmål)	Spanish (Mexico)
English (United States)	Polish	Swedish

Rem	Product No.	Designation
	FAL 104 7175	OneBox Additional TTS Language - per language, per port

4.1.3 Additional System language prompt SW key

Each OneBox system comes with a single voice prompt language enabled. In order to support multiple languages on a single system, this FAL must be ordered.

OneBox can support multilingual environments, with up to five different language prompt sets installed on a single OneBox system.

Rem	Product No.	Designation
	FAL 104 7176	OneBox Additional System language prompt (add up to 5 languages)

Available Language Prompts at the date of this document are:

Danish	English (North American)	Spanish (European)	Swedish
Dutch (Standard)	English (Concise North American)	Spanish (North American)	Finnish
French (European)	English (UK)	German	TTY English North America
French (North American)	Norwegian (Bokmal)	Italian (Standard)	Russian

4.1.4 Personal Assistant

In today's fast-paced world, we could all use some extra assistance to help us get through our day a little more efficiently. Put OneBox Personal Assistant to work for you and increase both your productivity and customer satisfaction. Personal Assistant features can be used with or without Speech Resources, but in order to take full advantage of <u>all</u> the Personal Assistant functionality, Speech Resources are required. OneBox supports up to 20,000 Personal Assistant users.

Personal Assistant Features available <u>without</u> Speech Resources

- Presence and Availability features
- Devices, Call Lists, Presence
- Maintained from Web PhoneManager
- Acknowledge feature - *"You have a call from [John Tyler]. To accept, press one. To reject, press two. To acknowledge, press three."*

Personal Assistant Features available <u>with</u> Speech Resources

- All the above plus;
- Calendar access and management
- Call recording
- Call transfer\divert
- Call hold
- Call waiting notification (whisper)
- Continuous connection
- Contacts access and dialing

Personal Assistant functionality must be tied to an existing basic mailbox, and can not exist on its own.

Rem	Product No.	Designation
	FAL 104 7177/1	OneBox Personal Assistant user 1
	FAL 104 7177/2	OneBox Personal Assistant user 100
	FAL 104 7177/3	OneBox Personal Assistant user 500

4.1.5 Additional Call Server

With the new multi-server architecture OneBox is divided into two main components: the System Server, which is the back-office and message store component, considered the “brains” of the operation and one or several Call Servers, which handle the real-time inbound VM recording traffic and IVR/ASR activities with the MX-ONE. Although OneBox may be run as before on a single server with the 2 main components running together, it is also possible to run them on separate servers for resiliency purposes. The main advantage to this new architecture is the ability to achieve a high level of reliability by using port distribution across multiple survivable Call Servers. The Call servers may be located in the same site as the system Server or distributed among several sites connected to different MX-ONE Media gateways. If additional call servers are needed, then this Additional Call Server license must be ordered. OneBox supports up to 20 call servers in one system.

Note! There is no possibility to by extra hardware thru Aastra, only the licenses for additional hardware use.

Rem	Product No.	Designation
	FAL 104 7160	OneBox Additional Call Server SW key

4.1.6 Neverfail (High Availability and Disaster Recovery for the System Server)

To achieve the highest level of resiliency, add Neverfail to your OneBox system. Aastra offers a fully-synchronized hot standby System Server with automatic failover for high availability and a fully-synchronized warm standby System Server at a remote location for disaster recovery. The license is per defined basic VM user. The number of Neverfail licenses must always be equal to the number of licensed basic users.

The Neverfail DR license requires the Neverfail HA license to be purchased as well.

Rem	Product No.	Designation
	FAL 104 7161	Neverfail HA SW Key (per VM user)
	FAL 104 7180	Neverfail DR SW Key (per VM user)

4.1.7 Network administration

Network administration allows companies to link multiple OneBox systems together, it also supports the ability for administrators of multiple, networked telephony servers to centrally and simultaneously manage the subscriber, server and distribution list databases of all servers from a global view, whether these offices are located in one city or spread around the world. Both AMIS (analog) and VPIM (digital) networking technologies are supported with this license and up to 75 nodes or 50,000 propagated users can be connected in a network.

This license is required for each OneBox system that will be tied together in the network or administered globally.

Rem	Product No.	Designation
A	FAL 104 7061	Network Administration

a Not available on ASU 1U Server unit

4.1.8 Digital Networking Propagation Master

If using digital networking, one OneBox server in the network must have the Digital Networking Propagation Master Server license. This license requires a dedicated server for installation.

Rem	Product No.	Designation
	FAL 104 7162	OneBox Digital Networking Propagation Master

4.1.9 VIM integration

The Voice Intercept Messaging (VIM) integration enables the ability for OneBox to play a variable greeting based on diversion reason and expected return time. Users can activate a diversion via telephone, or if connected to a management system such as D.N.A or CMG via a web interface and then callers hear why the user is absent and the expected time of return.

For example:
“John Hollander is out for lunch and will be back at 13:00.
Please leave a message after the tone or dial zero for the operator.”

Note: VIM requires connection to a D.N.A. or a CMG Server. With D.N.A. 5.x or later, the connection can be established using Serial or TCP/IP (The VSI license is needed from the D.N.A Pocket Model)

Rem	Product No.	Designation
	FAL 104 7062	VIM integration

4.1.10 Scheduler

Scheduler is an ancillary application that can be used to augment the functionality of the powerful *Extension Specific Processing* (ESP) capabilities in OneBox. With Scheduler, individual ESP arrangements can be configured to behave differently based on time of day, day of week, or specific dates. This allows the administrator to set up sophisticated personal and departmental menus as well as interactive audio menuing applications that execute based on a specific extension

Rem	Product No.	Designation
	FAL 104 7070	OneBox Scheduler

4.1.11 Alternate TUI emulation

Alternate (Telephone User Interface) TUI emulation allows OneBox to mimic and emulate the command structure of many popular first-generation voice mail systems, which eliminates the need for re-education and requires very little training to transition to OneBox when replacing an existing voice mail system.

Rem	Product No.	Designation
	FAL 104 7165	OneBox Alternate TUI emulation

4.1.12 UCConnect

Based on the Microsoft Windows operating systems, UCConnect allows you to build advanced computer telephony applications using Microsoft Visual Basic or .Net development tools. With the vast array of third-party controls available for .Net, you can easily use UCConnect to develop custom IVR applications that use host access and database connectivity to provide sophisticated voice messaging, fax support, and other features. UCConnect enables companies to provide routine information from a host database over a telephone or fax machine or to gather information from callers. UCConnect supports the Microsoft .Net development tools, enabling .Net programmers to write and modify IVR scripts quickly and easily.

Rem	Product No.	Designation
	FAL 104 7068	OneBox UCConnect

4.1.13 OneBox Notify

OneBox Notify SW key lets you broadcast messages to tens, hundreds or even thousands of people and record and deliver messages easily from a simple database.

OneBox Notify is a broadcast call notification add-on to OneBox. This add-on requires the OneBox Standard Port (FAL 104 7071) license and UCConnect (FAL 104 7068) license. The ports of the OneBox Standard Port license must be equal to or greater than the OneBox Notify port license.

Rem	Product No.	Designation
	FAL 104 7166	OneBox Notify - Initial 2 ports
	FAL 104 7167	OneBox Notify - Each additional port (3-48)

5 OneBox Fax Mail 5.0

The OneBox Fax Mail 5.0 is a full-featured enterprise fax and e-document delivery system ideal for the mid-size company, department or workgroup. With the OneBox 5.0 Fax Mail, organizations can take advantage of a wide range of network faxing options. This includes creating, sending, and receiving documents directly from desktop applications using the FaxUtil™ client interface, or from Novell® GroupWise®, and popular SMTP-compliant email packages. Certified for Windows 2003 Standard, OneBox Fax Mail 5.0 ensures unrivaled application reliability, continuity in the user interface experience and ease of installation and updating.

The OneBox Fax Mail 5.0 Business Server is a multithread client-server application written specifically for Windows 2000/2003. With a comprehensive set of administrative tools, the Business Server is easy to install, configure and manage—giving administrators complete control of their system. Synchronization with Microsoft Active Directory makes it even simpler by keeping all critical data in one central location. It is also expandable and scalable to provide the ability to accommodate growth, scale processes for redundancy and optimize throughput and rendering.

FEATURES

- Network-wide desktop faxing supporting a diverse selection of fax clients including the built-in client, FaxUtil; Microsoft Outlook; IBM Lotus Notes®.
- Advanced email integration available with IBM Lotus Notes and Microsoft Exchange available via gateways.
- Certification for Windows 2003 Standard
- Supported on Microsoft Office XP and Windows XP platforms
- Robust synchronization with Microsoft Active Directory and customization options with the Snap-in for Microsoft Management Console (MMC).
- The ability to create and send faxes directly from a wide range of native applications preserving the formatting of the original documents including page layout, font information, embedded graphics, and diacritical characters.
- Customizable notifications including auto-reply confirmations of delivered faxes based on sender's CSID.
- Simplified administration and enhanced security by linking OneBox Fax Mail 5.0 to Windows NT user accounts
- Human answered fax
- Unicode UTF-8 support within the SMTP gateway
- Client application localizations in French, German, Italian, Portuguese, Spanish and French-Canadian
- Generate comprehensive fax usage reports for tracking or billing purposes using several built-in report formats or customize your own
- Pager alerts
- Expandable to 30 channels

5.1.1 OneBox Fax Mail

Sales object

Rem	Product No.	Designation	Q
	FAL 104 6604	OneBox 5.0 Fax Mail System SW key	
	FAL 104 7089	OneBox 2 channel fax	

Note! In this release the Medial kit is retrievable from Service Plaza only, no DVD.

Included in the initial system are the following items;

- E-mail Gateway: This feature provides integration between a Fax Server and popular E-mail Systems, such as Microsoft Exchange® and Lotus Notes. The E-mail Gateway allows users to send and receive Faxes directly from E-mail clients.
- PDF converter
- Unlimited number of users

The fax can have an analog, digital or IP integrations, depending of deployment. Information about the various board, see section 9.2. When choosing the Fax with an HP server there is only analog integration.

5.1.2 Additional fax channels

Additional channel licenses for expansion up to a maximum of 30 ports.

Sales object

Rem	Product No.	Designation
	FAL 104 7090	OneBox Additional fax channel

5.1.3 Fax channel maintenance

A channel maintenance license is required per channel for configurations above 2 channels. This license is also required for updates or upgrades when the number of fax channels exceeds the ones included in the Business Server bundle. For new sales, the corresponding RF Channel Maintenance licenses are included automatically in the order according to the Software Maintenance coverage period you have chosen.

Sales object

Rem	Product No.	Designation
	FAL 104 7169	Additional FAX channel Maintenance

5.1.4 SR140 License

The Fax Server, communicates via T.38 FoIP through a SR140 implementation on the Fax Server deployment. SR140 is a board-less solution that supports both SIP and H323 protocols.

Once the call is set up, the fax payload is transmitted via T.38 between the fax server, the communication device, and the end point. The end point may be a fax server or a classic fax machine. In the case of a media gateway, the gateway is responsible for connecting the call to the PSTN and completing the path to the receiving device. Typically these devices are part of a larger. The FAL below is needed for this implementation.

Rem	Product No.	Designation	Q
	FAL 104 7182/2	Brooktrout SR-140-2F - 2 channel FoIP	1
	FAL 104 7182/4	Brooktrout SR-140-4F - 4 channel FoIP	1
	FAL 104 7182/8	Brooktrout SR-140-8F - 8 channel FoIP	1
	FAL 104 7182/12	Brooktrout SR-140-12F - 12 channel FoIP	1
	FAL 104 7182/24	Brooktrout SR-140-24F - 24 channel FoIP	1
	FAL 104 7182/30	Brooktrout SR-140-30F - 30 channel FoIP	1

5.1.5 RightFax Incremental Support - Per FoIP channel

RightFax Incremental Support license is required per FoIP channels. The license below will be added to all ordered FoIP.

Sales object

Rem	Product No.	Designation
	FAL 104 7183	RightFax Incremental Support - Per FoIP channel

6 Upgrading

6.1 OneBox Voice Mail upgrade for version 4.1 and earlier to 5.0.

With the implementation of user based licensing, port based systems will be converted during the upgrade process. Some previous versions were bought by the port and one could initiate unlimited number of users (within the maximum capabilities, of course) whereas the new model will have restrictions to how many users that can be initiated, but the ports can be added at no cost. The reason behind this change is to align with the software maintenance program, but also to allow more headroom to increase the number of ports used for the voice mail system to avoid congestion scenarios without any additional cost.

To facilitate an easy migration from port to user based licensing the cost will be calculated just as before, per port, but in addition the sought number of users to populate the system is needed to be stated.

Should you be uncertain of how many users you want to have licensed, you can log on to the administration tool and mark subscriber, and the actual number will show up at the bottom of the tool, as in the example below.

Our recommendation is to add some additional users to allow for future expansions.

There will be no check made that the number of users are in proportion to the number of existing ports, so in theory you can state that you want 10000 users on a 4 port system, but bear in mind that the next time you want to upgrade the cost would be higher than necessary.

The number of advanced users, (formerly known as GUI) is already known, so there will be no need to state their numbers. They will per default be transferred to the new license.

6.1.1 Version upgrade, Port upgrade

One license per existing port is needed. I.e. if you have 8 ports on the system you want to upgrade, you need to order 8 port upgrades.

Rem	Product No.	Designation
	FAL 104 8317	Port upgrade

6.1.2 Version upgrade, Basic user

Basic user licenses to populate the system after a version upgrade. These licenses are free of charge, and can only be used in conjunction with FAL104 8317

Rem	Product No.	Designation
	FAL 104 7073	Basic user upgrade

Note! When upgrading to OneBox 5.0 from an earlier version then MX-ONE Messaging 4.2 you will need to order SW Assurance to be able to continue to upgrade to an OneBox 5.0. For more information see next section, 6.2.

6.2 Upgrading and migration form other AVST Solution to an OneBox 5.0

With the migration from an AVST system to an OneBox the system will be based on user based licensing instead of port based. The Port based systems will be converted during the upgrade process. Some previous versions were bought by the port and one could initiate unlimited number of users (within the maximum capabilities, of course) whereas the new model will have restrictions to how many users that can be initiated, but the ports can be added at no cost. The reason behind this change is to align with the software maintenance program, but also to allow more headroom to increase the number of ports used for the voice mail system to avoid congestion scenarios without any additional cost.

To facilitate an easy migration from port to user based licensing the cost will be calculated just as before, per port, but in addition the sought number of users to populate the system is needed to be stated.

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Our recommendation is to add some additional users to allow for future expansions.

There will be no check made that the number of users are in proportion to the number of existing ports, so in theory you can state that you want 10000 users on a 4 port system, but bear in mind that the next time you want to upgrade the cost would be higher than necessary.

The number of advanced users, (formerly known as GUI) is already known, so there will be no need to state their numbers. They will per default be transferred to the new license

6.2.1 Migration System SW Key

The FAL below will be the “placeholder” showing it is a migration from another AVST solution to an OneBox 5.0

Rem	Product No.	Designation
	FAL 104 9504	Migration from other AVST solutions

6.2.2 Version upgrade, Port upgrade

One license per existing port is needed. I.e. if you have 8 ports on the system you want to upgrade, you need to order 8 port upgrades.

Rem	Product No.	Designation
	FAL 104 8317	Port upgrade

6.2.3 Version upgrade, Basic user

Basic user licenses to populate the system after a version upgrade. These licenses are free of charge, and can only be used in conjunction with FAL104 8317

Rem	Product No.	Designation
	FAL 104 7073	Basic user upgrade

Note! When upgrading to OneBox 5.0 you will need to order SW Assurance to be able to continue to upgrade to an OneBox 5.0. For more information see next section, 6.2.

6.3 OneBox Voice Mail upgrade from version 4.2 to 5.0

When upgrading from MX-ONE Messaging 4.2 with a valid SW Basic you will need to order the items below.

Rem	Product No.	Designation	Q
	FAL 104 6603	OneBox 5.0 Voice Mail System SW key	1
	FAL 104 7178	OneBox 5.0 Basic user upgrade	
	FAL 104 7179	OneBox 5.0 Advanced user upgrade	
a	LZY 601 307/50	OneBox 5.0 Voice Mail media kit	1

a For upgrades when USB dongle already exists

Or you can order uplift to SW Assurance, see below

Upgrade from	Software Maintenance Agreement	License upgrade possible	Software upgrade possible	How to order
MX-ONE Messaging 4.2	Software Basic	No	N/A	Order software maintenance uplift to “Software Assurance”.

MX-ONE Messaging 4.2 upgrade with SW Assurance

If you have an MX-ONE Messaging system 4.2 and SW Assurance you will have to order the upgrade via the Software Maintenance tool.

When deciding on upgrading an existing system the following guidelines are recommended:
Always upgrade your system before adding on new features/licenses. Separate orders are required for upgrading and add-ons.

Upgrade requirements for OneBox 5.0.

Upgrade from	Software Maintenance Agreement	License upgrade possible	Software upgrade possible	How to order
MX-ONE Messaging 4.2	Software Assurance	Yes	Yes	Order upgrade licenses for users, ports and system upgrade license.

When upgrading additional hardware and 3rd party software may be required due to changes in supported software environment and changes in supported hardware. Please check if the existing hardware boards are Upgrade SW Keys

All upgrades from MX-ONE Messaging 4.2 (or earlier versions with SW Assurance) to OneBox 5.0 you will have to send a case to EPI, https://ebusiness.aastra.com, and request a new OneBox 5.0 license with the specific IPA numbers.

6.3.1 Upgrade Optional feature - TTS channel

Due to the new version of the Nuance engine the TTS channels has to be upgraded with the license below, if not the current license will become obsolete.

Use this license to upgrade the existing TTS resources to OneBox 5.0 TTS resources. Quantity must be less than or equal to the number of pre-existing TTS resources.

Rem	Product No.	Designation
	FAL 104 7170	Upgrade per each TTS channel

Software Maintenance

To ensure that the latest developed software functionality is deployed on the market, Aastra has decided to use a standard software maintenance model with permanent licenses.

Software Maintenance offerings

Software Maintenance is sold as a product providing time limited rights to access SW updates and SW upgrades of bought software licenses:

SW Basic entitles the end customer to update the installed SW version with hot fixes and service packs to correct faults and permits the increase of capacity or functionality of the installed SW version through purchase of license objects.

SW Assurance has the same content as in SW Basic above plus the right to access new software releases / versions referred to as upgrades of the installed SW version. This provides access to enhancement of features and functions already licensed as well as possibility to purchase licenses for new features and functions of the product.

SW Uplift provides SW licenses on SW Basic with SW Assurance status. If a customer has bought SW Basic but wants the full SW Assurance offering, there is the possibility to shift the SWM agreement from SW Basic to SW Assurance and for the same period of time.

SW Reinstate makes it possible to get on to SW Basic or SW Assurance for software products and licenses that have been completely without Software Maintenance for a certain period of time. Prices and price changes are distributed through the normal price notification process.

6.4 OneBox Fax Mail Upgrades

6.4.1 Upgrades for versions RightFax 9.0/ MX-ONE Messaging Fax 4.1 and earlier

Due to a change of policy from our Right Fax supplier, Open Text there is no possibility to upgrade to the current version. You will need to purchase a new system. The process for this will be that you upgrade your voice system first and then make an add-on for new fax to your voicemail system.

6.4.2 Upgrades for version RightFax 9.3 and 9.4/MX-ONE Messaging Fax 4.2 /OneBox Fax 5.0

To upgrade the fax server you have to state whether you have a Business server or an Enterprise server. Should you be uncertain of which version you have, open the server configuration applet, tab feature activation. Any existing optional features activated, such as e-mail gateway will be moved forward to the upgraded system. You must also provide the 10 digit SUID (System Identifier) as shown in the example below (11111-00000). This will allow the license center to properly identify the system type and valid options enabled with the original fax license.

Due to a change of policy from our RightFax supplier, Open Text, after April 30th 2010, there will no longer be any possibility to order specific part numbers to get an upgrade of OneBox Fax server bundles.

However, if you have Software Maintenance - Assurance service which is up to date, you have the right to the full RightFax Premium Support service from Open Text, which includes upgrades to new version of the fax server software under the coverage period.

This service is fully covered under Aastra's Software Maintenance - Assurance license for OneBox Fax - FAF 901 614/Ax (where x=1, 2 or 3 years). To ensure free upgrades to new versions of the RightFax server software, it is therefore recommended to take the Software Maintenance – Assurance service when purchasing the OneBox Fax product. If you, however, choose Software Maintenance – Basic, then all updates (fix packages) are included free of charge during the coverage period. It does not, however, entitle you to upgrades to new releases of the RightFax Business Server software.

If you would like to upgrade to a new release of RightFax and do not have Software Maintenance - Assurance coverage but SWM Basic for OneBox Fax, then you must Uplift to or Re-instate the Software Maintenance - Assurance coverage by ordering the required number of FAF 901 614/AU or FAF 901 614/AR part numbers to be current again. Each instance of this Software Maintenance – Assurance part numbers corresponds to 1 year of Open Text Premium Support coverage. In the re-instate scenario, the yearly fee corresponds to approximately 20% of the recommended list price of the OneBox Fax Business Server bundle.

Assuming you are under coverage, you then only need to contact the EPI helpdesk and ask for the latest software version as per normal Software Assurance processes. The software assurance covers the upgrade of the Business Server and includes the first 2 channels.

For all fax channels exceeding the first two, it is required to purchase additional RF channel maintenance FAL104 7169 for every additional channel. With any new OneBox Fax order with more than 2 RF channels, the corresponding number of RF channel maintenance licenses is automatically included in the order based on the Software maintenance option chosen.

7 Servers for OneBox Voice mail

7.1 HP Server

Rem	Product No.	Designation	Q
a	KDU 137 460/9	OneBox 5.0 Voice Mail HP DL360Gx*	1
	LZY 601 308/50	OneBox 5.0 Voice Mail media kit with dongle	1

*) with each server; operative system (DVD), application software (DVD) and a USB dongle are included.

a Pre configured server with hard drive, DVD drive, operating system and application SW

Note: With the server provided from Aastra the following restrictions apply
(This is due to the limitation of PCI Slots available for the Dialogic resources Boards.) DL360Gx Rack mounted server.

- Analog integration: 12 Ports
- IP integration: 60 Ports

Digital integration cannot be fitted into this server, again due to the limitation of available PCI slots. It is however possible to purchase software and boards for a digital installation on a separate server of your own choice.

7.2 Back up package for HP server

Back up package is always recommended in order to increase the reliability of the servers. If the back up package is ordered with a new server the system will be configured as RAID1

Back up package consists of:

- Redundant Power Supply
- Hard Disk Drive 72.8 GB

Rem	Product No.	Designation	
	KDY 307 08/1	HDD & PSU for voice mail server	

7.3 ASU Server

Rem	Product No.	Designation	Qty
	BFD 76 145/2	LBP25 1U chassis	1
	ROF 137 6307/21	ASU-E, MX Compact, 4GB	1
**	NTM/KDR 509 103/1	HDD 2,5 inch incl sledge for ASU-E	1
**	NTM/KDR 509 104/1	SSD 2,5 inch incl sledge for ASU-E	1
*	RPM 945 3xx	Power supply cord	1
	NTM 144 264	Mounting set 4+4 screw+nut	1
	EN/LZT 103 100/22	Customization OneBox on ASU Server	1
	FALBS 102 65/1	MS Windows '03 R2 Embedded Server	1
	LZY 601 315/50	OneBox 5.0 Media Kit for ASU-E/ASU Server	1
	KDU 137 318/2	USB Dongle	1

*) For -48 V use power cable TSR 903 021/12M or for GB use TSR 490 0116/12M. For alternatives see table below

** This is a choice in Pocket SolveIT between HDD or SSD

Power cords

Market	Product No.
BG, CZ, EG, ID, IR, CI, MO, MA, PK, PL, PT, RU, SI, SK, TN, TR, YU (Europe except for IT, CH, DK and GB), DZ	RPM 945 303
BO, BR, CA, CO, CR, EC, SV, GT, LB, MX, NI, PA, PE, PH, SA, KR, SY, TW, TH, VE, VN, US	RPM 945 305
DK	RPM 945 316
CL, ET, IT, LY	RPM 945 317
CH	RPM 945 318
AF, BH, BW, GB, GH, HK, IE, IQ, JO, KW, MY, MU, NG, OM, QA, SG, LK, TZ, AE, ZM, ZW	RPM 945 319
AU, FJ, NZ	RPM 945 320/2
CN	RPM 945 320/3
AR	RPM 945 320/4
IN, ZA	RPM 945 325

7.4 ASU-E

Rem	Product No.	Designation	Q
	ROF 137 6307/1	ASU-E board incl Com Express	1
**	NTM/KDR 509 103/1	HDD 2,5 inch incl sledge for ASU-E	1
**	NTM/KDR 509 104/1	SSD 2,5 inch incl sledge for ASU-E	1
	EN/LZT 103 100/23	Customization Messaging on ASU-E	1
	FALBS 102 65/1	MS Windows '03 R2 Embedded Server	1
	LZY 601 315/50	OneBox 5.0 Media Kit for ASU-E/ASU Server	1
	KDU 137 318/2	USB Dongle	1

** This is a choice in Pocket SolveIT between HDD or SSD

7.5 Replacement USB Dongle as a spare part

Should the original USB dongle be lost or damaged for any reason, it is possible to order a replacement dongle as a spare part and to have the license key transferred to the new dongle. Once the dongle is ordered and received, the partner must then make a request via the Aastra Partner Interface (API) to have the license file re-created to reflect the new dongle serial number. The following information must be provided:

- The eight digit IPA number of the MD110/MX-ONE.
- The thirteen digit OneBox serial number
- The old dongle serial number
- The new dongle serial number

Sales object

Rem	Product No.	Designation	Q
a	KDU 137 318/1	USB dongle spare part, HP	1

a Includes license transfer service from old to new dongle

8 Server for OneBox Fax Mail

8.1 HP Server

Rem	Product No.	Designation
a	KDU 137 460/10	OneBox 5.0 Fax Mail HP DL360Gx

a Pre configured server with hard drive, DVD drive, operating system

Note! In this release the Media Kit is retrievable from Service Plaza only, no DVD.

8.2 Back up package for HP server

Back up package is always recommended in order to increase the reliability of the servers. If the back up package is ordered with a new server the system will be configured as RAID1

Back up package consists of:

- Redundant Power Supply
- Hard Disk Drive 72.8 GB

Rem	Product No.	Designation	Q
	KDY 307 08/2	HDD & PSU for fax mail server	1

9 Boards and Cables

9.1 Voice mail boards

Analog boards

Rem	Product No.	Designation	Q
	ROA 117 8956/10	D/41JCT, 4-ch Analog board, PCIe	1
	ROA 117 8957/10	D/41JCT, 4-ch Analog board, PCIe, Europe	1
	ROA 119 5185/11	D/120JCT, 12-ch Analog Board, PCIe	1
	ROA 119 5185/12	D/120JCT, 12-ch Analog Board, PCIe, Europe	1

Digital Boards

Rem	Product No.	Designation	Q
	ROA 117 8250/1	Prosody X 5740 PCIe, 1 x E1	1
	ROA 117 8251/1	Prosody X 5730 PCIe, 2 x E1	1
	ROA 117 8252/1	Prosody X 5770 PCIe, 4 x E1	1

9.2 OneBox Fax Mail boards

Analog boards

For Analog connections, then the following boards should be used depending on the number of channels:

Rem	Product No.	Designation	Q
	ROA 117 82 53/2	TR1034 Fax Board, 2 Channel Analog, V.34, PCIe half-size	1
	ROA 117 82 53/4	TR1034 Fax Board, 4 Channel Analog, V.34, PCIe half-size	1
	ROA 117 82 53/8	TR1034 Fax Board, 8 Channel Analog, V.34, PCIe half-size	1

Digital Boards

For Digital connections, then the following boards should be used depending on the number of channels:

Rem	Product No.	Designation	Q
	ROA 117 8254/8	TR1034 Fax Board, 8 Channel E1, T.38 (V.34), PCIe	1
	ROA 117 8254/16	TR1034 Fax Board, 16 Channel E1, T.38 (V.34), PCIe	1
	ROA 117 8254/30	TR1034 Fax Board, 30 Channel E1, T.38 (V.34), PCIe	1

9.3 Cables

For analog voice boards

For use in conjunction with board ROA 117 8956/10, ROA 117 8957/10

Rem	Product No.	Designation	Q
	TSR 899 89/10000	4-Port Analog Line Interface Cable RJ11	1

For use in conjunction with board ROA 119 5185/1, ROA 119 5185/2

Rem	Product No.	Designation	Q
	TSR 899 95	12 port analog cable	1

For digital voice boards

For use in conjunction with board ROA 117 8250/1, ROA 117 8251/1 and ROA 117 8252/1

Rem	Product No.	Designation	Q
	TSR 482 0211/20	Cable RJ45>RJ45 straight, 20m	1

For analog fax mail boards

For use in conjunction with board ROA 117 8253/2 and ROA 117 8253/4, ROA 117 8253/8

Rem	Product No.	Designation	Q
	TSR 482 0211/20	Cable RJ45>RJ45 straight, 20m	1

For digital fax mail boards

For use in conjunction with board ROA 117 8254/8, ROA 117 8254/16, ROA 117 8254/30

Rem	Product No.	Designation	Q
	TSR 482 0211/20M	Cable RJ45>RJ45 straight, 20m	1

10 Aastra OneBox Reference Packages

10.1 Upgrade

There is no specific upgrading product for an upgrade of an older reference system. You will have to order a “new system”, the SW Only option below as an upgrade.

10.2 Specification of content

The OneBox Voice Mail Reference system SW kit (FAL 104 7171) includes;

4 ports	Analog/Digital Networking
25 Basic users	Global User Administration
25 Unified Messaging users	UCConnect
25 Personal Assistant users	Voice Intercept Messaging (VIM)
5 system prompt language	TUI Emulation
1 ASR/TTS resource (U.S. or British English only)	RightFax Telephony Gateway
5 TTS languages	Supports all Aastra integrations

10.3 OneBox Voice Mail 5.0 (SW only)

Sales objects

Rem	Product No.	Designation
	105/FAB 106 985/87	OneBox 5.0 Voice Mail Reference System SW only

Products included

Rem	Product No.	Designation	Q
	FAL 104 7171	OneBox 5.0 Voice Mail Reference System	1
	LZY 601 308/50	OneBox 5.0 Voice Mail media kit with dongle	1

10.4 OneBox Voice Mail 5.0 (with HP server)

Sales objects

Rem	Product No.	Designation
	105/FAB 106 985/88	OneBox 5.0 Voice Mail Reference System HP server

Products included

Rem	Product No.	Designation	Q
	FAL 104 7171	OneBox 5.0 Voice Mail Reference System	1

	KDU 137 460/9	OneBox 5.0 Voice Mail HP DL360Gx*	1
	LZY 601 308/50	OneBox 5.0 Voice Mail media kit with dongle	1

*) with each server; operative system (DVD), application software (DVD) and a USB dongle are included.

10.5 OneBox Voice Mail 5.0 (with ASU)

Sales objects

Rem.	Product No.	Designation
	105/FAB 106 985/93	OneBox 5.0 Voice Mail Reference system with ASU server

Products included

Rem	Product No.	Designation	Q
	FAL 104 7171	OneBox 5.0 Voice Mail Reference System	1
	BFD 76145/2	ASU Server	1
	ROF 137 6307/21	ASU-E board incl Com Express	1
	EN/LZT 103 100/22	Customization OneBox on ASU Server	1
*	RPM 945 303 RPM 945 305 RPM 945 319 RPM 945 320/2	Power supply cord	1 1 1 1
	LZY 601 315/50	OneBox 5.0 Media Kit for ASU-E/ASU Server	1
	KDU 137 318/2	USB Dongle	1
	FALBS 102 65/1	MS Windows '03 R2 Embedded Server	1

*) For country specific power cords see 7.3,

10.6 OneBox Voice Mail 5.0 (on ASU-E)

Sales objects

Rem	Product No.	Designation
	105/FAB 106 985/94	OneBox 5.0 Voice Mail Reference System on ASU-E

Products included

Rem	Product No.	Designation	Q
	FAL 104 7171	OneBox 5.0 Voice Mail Reference System	1
	ROF 137 6307/21	ASU-E board incl Com Express	1
	EN/LZT 103 100/23	Customization OneBox on ASU-E	1

	LZY 601 315/50	OneBox 5.0 Media Kit for ASU-E/ASU Server	1
	KDU 137 318/2	USB Dongle	1
	FALBS 102 65/1	MS Windows '03 R2 Embedded Server	1

10.7 OneBox Fax Mail 5.0 (SW only)

Sales objects

Rem	Product No.	Designation
	105/FAB 106 985/89	OneBox 5.0 Fax Mail Reference System SW Key only

Products included

Rem	Product No.	Designation	Q
	FAL 104 7172	OneBox 5.0 Fax Mail Reference System	1

Note! In this release the Media Kit is retrievable thru Service Plaza only, no DVD.

The OneBox Fax Reference system SW kit (FAL 104 7172) includes 2 fax ports, e-mail integration and PDF converter.

10.8 OneBox Fax Mail 5.0 (with HP server)

Sales objects

Rem	Product No.	Designation
	105/FAB 106 985/90	OneBox 5.0 Fax Mail Reference System HP server

Products included

Rem	Product No.	Designation	Q
	FAL 104 7172	OneBox 5.0 Fax Mail Reference System	1
	KDU 137 460/10	OneBox 5.0 Fax Mail HP DL360Gx*	1
	ROA 117 8253/2	TR1034 Fax Board, 2 Channel Analog, V.34, PCIe half-size	1
	TSR 899 89/10000	4 Port Analog Cable	1

*) with each server; Operative system (DVD), application software (DVD) and USB are included

The OneBox Fax Reference system SW kit (FAL 104 7172) includes 2 fax ports, e-mail integration and PDF converter.

11 Software maintenance

11.1.1 Software Basic

Software Basic will be provided as a mandatory minimum level of service over two years for customers not wanting the full Assurance offering. Software Basic is for customers having a need of their product to work on an “as is basis” only.

Software Basic includes Service Packs, Hot fixes and 3rd line technical support for the partners but no new functionality or enhancements of the bought license object.

11.1.2 Software Assurance

Software Assurance provides all major and minor software releases and upgrades, service packs and hot fixes as well as service support in one package in order to secure an annual revenue stream and protect

11.1.3 Other documents

For more information see the documents on InfoChannel (for ex. Product portfolio -> Software Maintenance: Customer presentation and Terms & Conditions for Software Maintenance).

11.1.4 Voice Mail User - Basic

Connected to FAL 104 7057, FAL 104 7057/1, FAL 104 7057/2

Product No.	Designation
FAF 901 600/A1	Voice Mail Basic user SW Assurance 1 year
FAF 901 600/A2	Voice Mail Basic user SW Assurance 2 years
FAF 901 600/A3	Voice Mail Basic user SW Assurance 3 years
FAF 901 600/B1	Voice Mail Basic user SW Basic 1 year
FAF 901 600/AU	Voice Mail Basic user Uplift to SWA, annual fee
FAF 901 600/AR	Voice Mail Basic user Reinstate to SWA, annual fee
FAF 901 600/BR	Voice Mail Basic user Reinstate to SWB, annual fee
FAF 901 600/AQ	Voice Mail Basic user SWA Quarterly fee
FAF 901 600/BQ	Voice Mail Basic user SWB Quarterly fee

11.1.5 Voice Mail User - Advanced

Connected to FAL 104 7168/1, FAL 104 7168/2, FAL 104 7168/3

Product No.	Designation
FAF 901 607/A1	Voice Mail Advanced user SW Assurance 1 year
FAF 901 607/A2	Voice Mail Advanced user SW Assurance 2 years
FAF 901 607/A3	Voice Mail Advanced user SW Assurance 3 years
FAF 901 607/B1	Voice Mail Advanced user SW Basic 1 year fee
FAF 901 607/AU	Voice Mail Advanced user Uplift to SWA, annual fee
FAF 901 607/AR	Voice Mail Advanced user Reinstate to SWA, annual fee
FAF 901 607/BR	Voice Mail Advanced user Reinstate to SWB, annual fee
FAF 901 607/AQ	Voice Mail Advanced user SWA Quarterly fee
FAF 901 607/BQ	Voice Mail Advanced user SWB Quarterly fee

11.1.6 Optional user license

Connected to FAL 104 7177/1, FAL 104 7177/2, FAL 104 7177/3

Product No.	Designation
FAF 901 615/A1	Personal Assistant user - SW Assurance 1 year
FAF 901 615/A2	Personal Assistant user - SW Assurance 2 years
FAF 901 615/A3	Personal Assistant user - SW Assurance 3 years
FAF 901 615/B1	Personal Assistant user SW Basic 1 year fee
FAF 901 615/AU	Personal Assistant user Uplift to SWA, annual fee
FAF 901 615/AR	Personal Assistant user Reinstate to SWA, annual fee
FAF 901 615/BR	Personal Assistant user Reinstate to SWB, annual fee
FAF 901 615/AQ	Personal Assistant user SWA Quarterly fee
FAF 901 615/BQ	Personal Assistant user SWB Quarterly fee

11.1.7 Optional SW keys

Connected to FAL 104 7173, FAL 104 7174

Product No.	Designation
FAF 901 616/A1	Speech SW key - SW Assurance 1 year
FAF 901 616/A2	Speech SW key - SW Assurance 2 years
FAF 901 616/A3	Speech SW key - SW Assurance 3 years
FAF 901 616/B1	Speech SW key SW Basic 1 year fee
FAF 901 616/AU	Speech SW key Uplift to SWA, annual fee
FAF 901 616/AR	Speech SW key Reinstate to SWA, annual fee
FAF 901 616/BR	Speech SW key Reinstate to SWB, annual fee
FAF 901 616/AQ	Speech SW key SWA Quarterly fee
FAF 901 616/BQ	Speech SW key SWB Quarterly fee

Connected to FAL 104 7170

Note! Maintenance upgrade, only of existing TTS channel.

Product No.	Designation
FAF 901 617/A1	TTS Only SW key – SW Assurance 1 year
FAF 901 617/A2	TTS Only SW key – SW Assurance 2 years
FAF 901 617/A3	TTS Only SW key - SW Assurance 3 years
FAF 901 617/B1	TTS Only SW key SW Basic 1 year fee
FAF 901 617/AU	TTS Only SW key Uplift to SWA, annual fee
FAF 901 617/AR	TTS Only SW key Reinstate to SWA, annual fee
FAF 901 617/BR	TTS Only SW key Reinstate to SWB, annual fee
FAF 901 617/AQ	TTS Only SW key SWA Quarterly fee
FAF 901 617/BQ	TTS Only SW key SWB Quarterly fee

Connected to FAL 104 7061

Product No.	Designation
FAF 901 618/A1	Neverfail SW key - SW Assurance 1 year
FAF 901 618/A2	Neverfail SW key - SW Assurance 2 years
FAF 901 618/A3	Neverfail SW key - SW Assurance 3 years
FAF 901 618/B1	Neverfail SW key SW Basic 1 year fee
FAF 901 618/AU	Neverfail SW key Uplift to SWA, annual fee
FAF 901 618/AR	Neverfail SW key Reinstate to SWA, annual fee
FAF 901 618/BR	Neverfail SW key Reinstate to SWB, annual fee
FAF 901 618/AQ	Neverfail Only SW key SWA Quarterly fee
FAF 901 618/BQ	Neverfail Only SW key SWB Quarterly fee

11.1.8 Fax Mail SW keys

Connected to FAL 104 7089

Product No.	Designation
FAF 901 614/A1	Fax mail SW Assurance 1 year
FAF 901 614/A2	Fax mail SW Assurance 2 years
FAF 901 614/A3	Fax mail SW Assurance 3 years
FAF 901 614/B1	Fax mail SW Basic 1 year fee
FAF 901 614/AU	Fax mail Uplift to SWA, annual fee
FAF 901 614/AR	Fax mail Reinstate to SWA, annual fee
FAF 901 614/BR	Fax mail Reinstate to SWB, annual fee
FAF 901 614/AQ	Fax mail SWA Quarterly fee
FAF 901 614/BQ	Fax mail SWB Quarterly fee

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